

## Launch of intelligent workforce management platform puts Service Directors in complete control

Cognito FieldForce IQ - the first workforce management solution to integrate performance management tools to unleash hidden potential

Newbury UK, 19th September 2011

Service organisations can now realise the potential promised by increasing levels of mobile workforce automation by deploying FieldForce IQ, a new suite of tools from Cognito. It's the first field service management solution to combine Performance Management tools with advanced scheduling and intelligent workflow in one integrated platform, ensuring the delivery of benefits across the entire service organisation down to the individual worker.

Developed in response to market conditions, FieldForce IQ is highly flexible, interoperable and contains Performance Management, Operational Control and Job Delivery modules.

The Operational Control functionality includes job management, dynamic scheduling and location based services to enable service organisations to operate automatically 90% of the time. For the exceptions, which require management intervention, FieldForce IQ provides real-time management control and reporting capabilities.

The Job Delivery functionality enables optimised schedules to be converted into actions for the field force by providing schedule management, intelligent workflow, event management and knowledge management tools at the level of the individual worker. This enables service organisations to define and control exactly how work should be carried out, whilst supporting field operatives to deliver of their best performance.

The Performance Management module enables service executives and managers to review performance quickly across a range of measures using the Balanced Scorecard; drill down to identify root causes and corrective actions with the Decision Support Dashboard; and align field operatives through a unique Employee Performance Management Dashboard.

The product's advanced information and infrastructure management tool underpins the capabilities of the Performance Management, Operational Control and Job Delivery modules. It supports all aspects of the infrastructure, from monitoring of message delivery, signal coverage and network connectivity, to legacy system integration and overall system performance.

"The product is not just a result of R&D investment, but of significant market research which has shown that whilst most workforce management systems deliver significant benefits, many fall short of their full potential. We want to provide a product that can unlock that hidden potential as we understand the pressure Service Directors are under having to grapple with ever increasing customer expectations whilst cutting costs," said Jonathan Chevallier, Strategic Development Director at Cognito.

"The challenge is that with many workforce automation deployments the benefits leak away as a result of many small, seemingly insignificant actions. FieldForce IQ's integrated Performance Management enables Directors to keep a sharp focus on the performance of their service organisation and align the actions of their employees with their business objectives."

The dedicated real-time data network - another unique capability - is designed to ensure 100% data deliverability and reliability, with a complete time-stamped audit trail of all communications within the system, as well as any corporate application interfaces.

FieldForce IQ supports cloud-based software-as-a-service technologies, with the ability to cope with peaks and troughs in demand, and to add or remove users as required. It supports multiple device types and formats, including smartphones, PDAs, tablets or laptops and can work alongside existing service management and scheduling solutions.

